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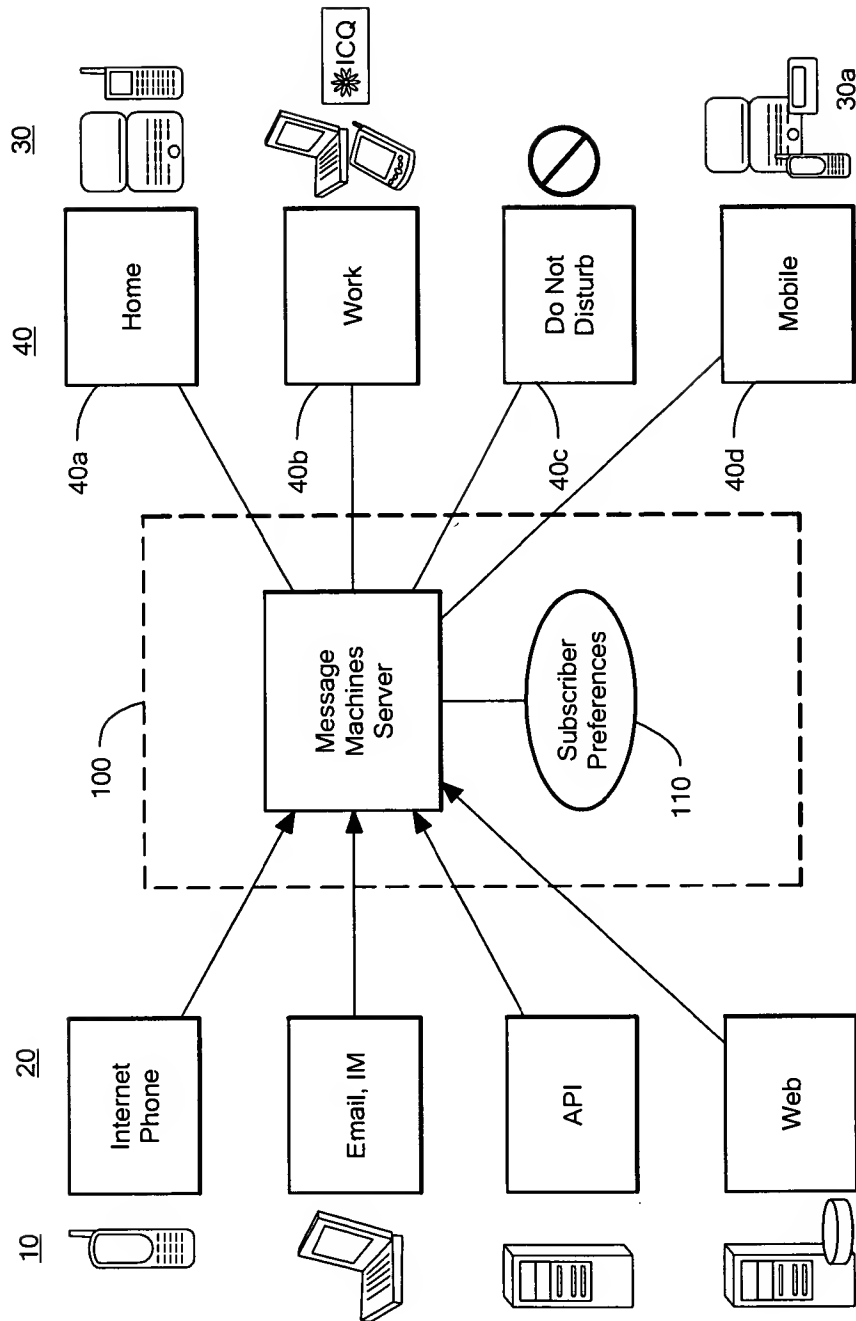


FIG. 1

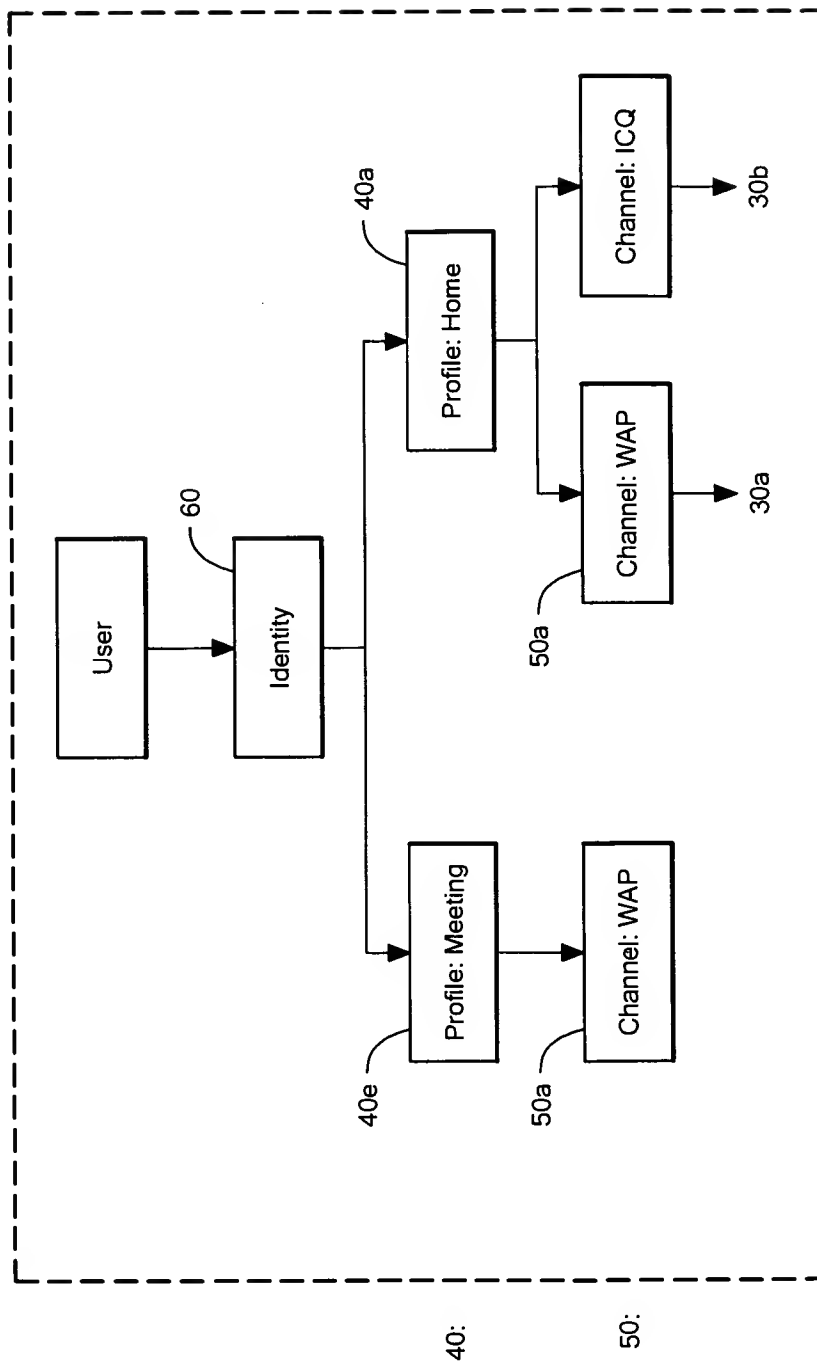


FIG. 2

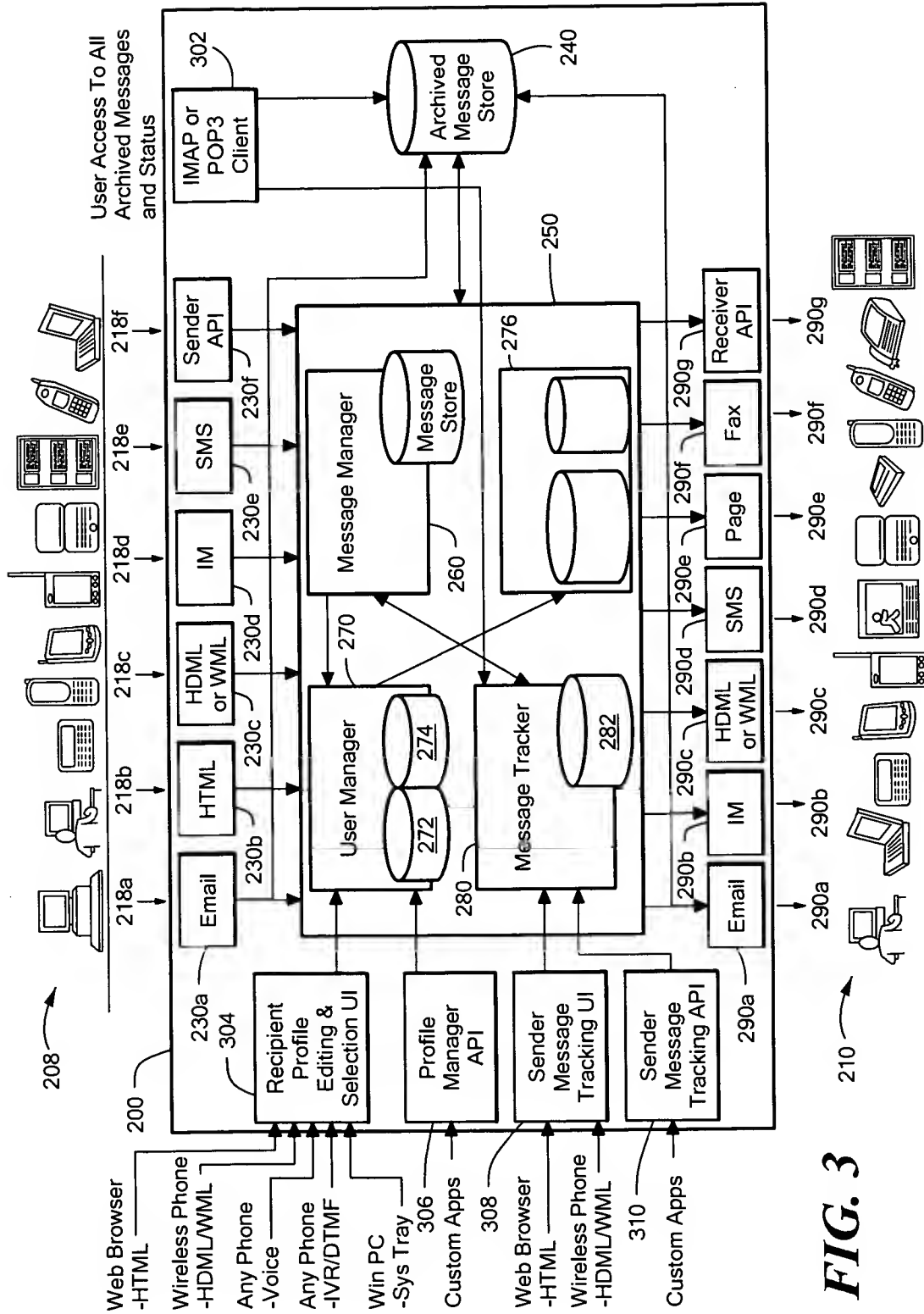


FIG. 3

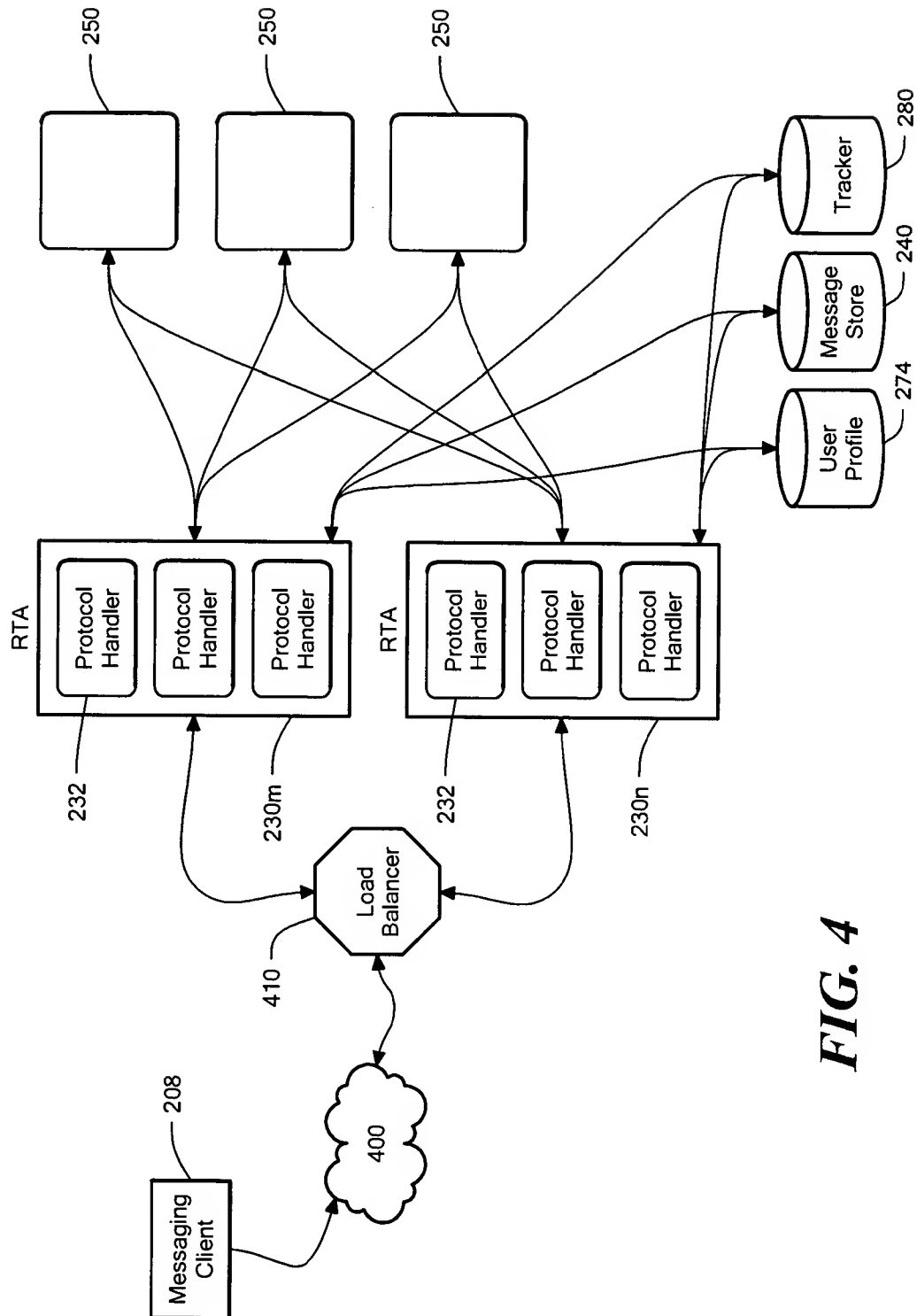
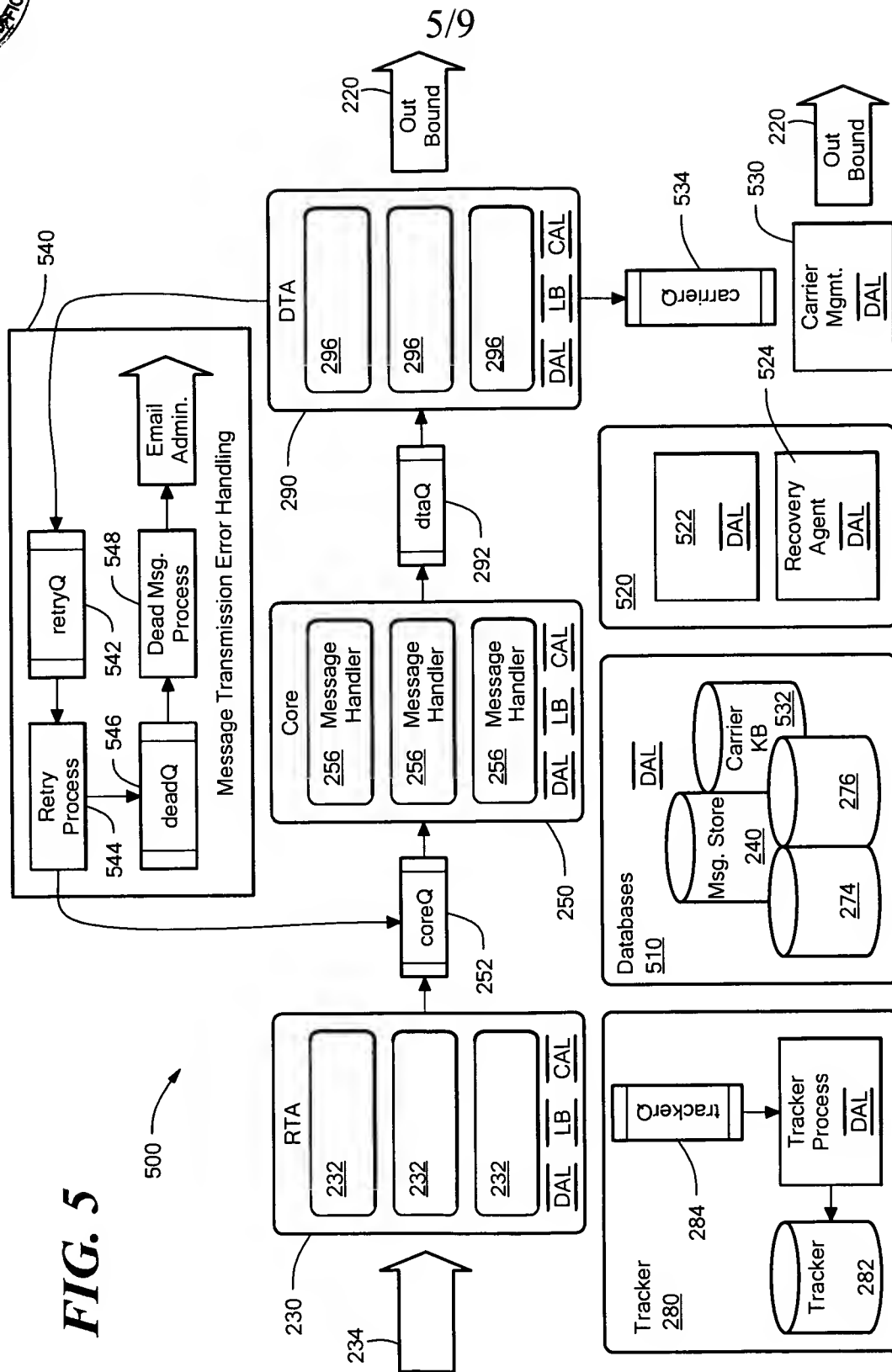


FIG. 4

FIG. 5



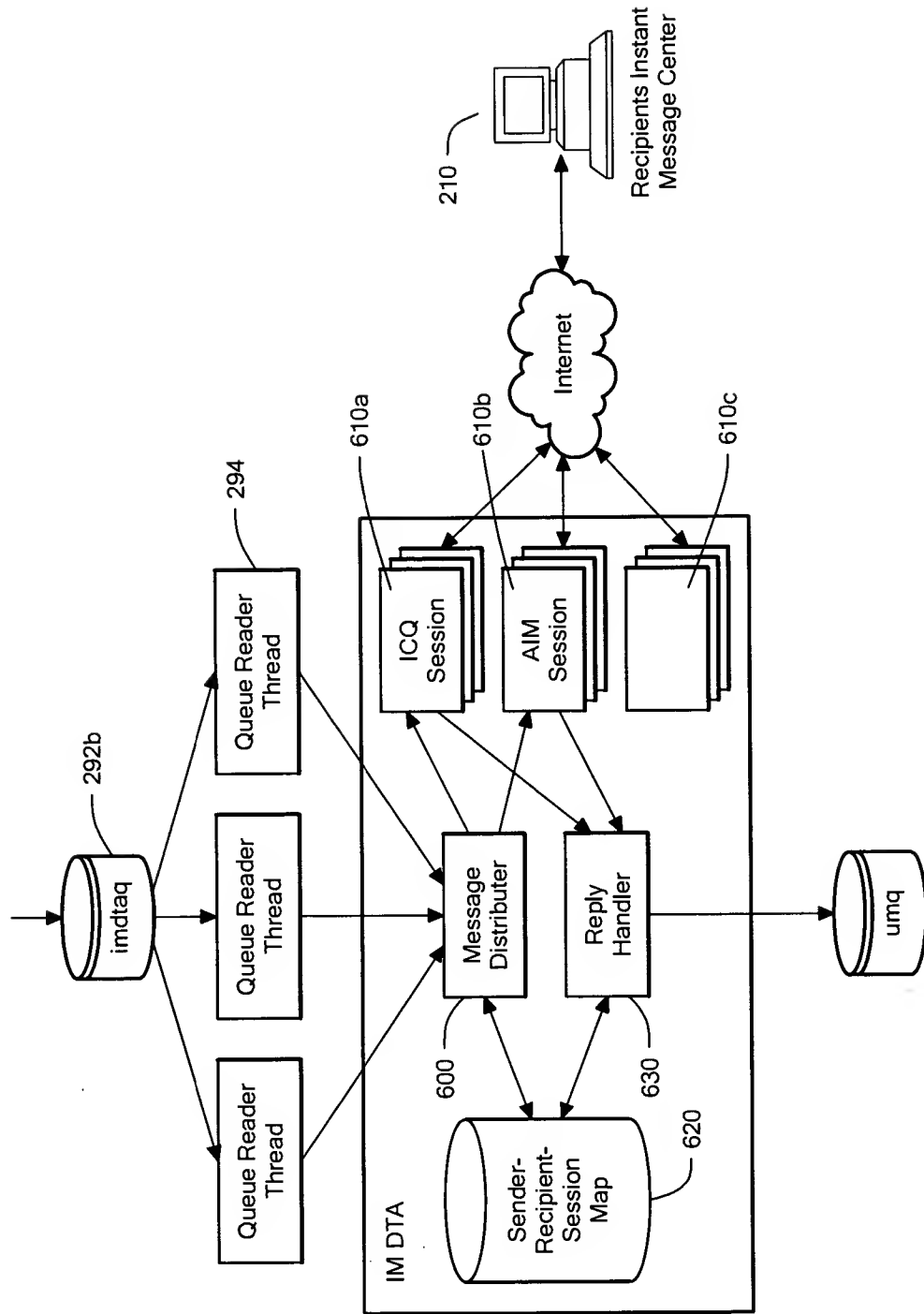


FIG. 6

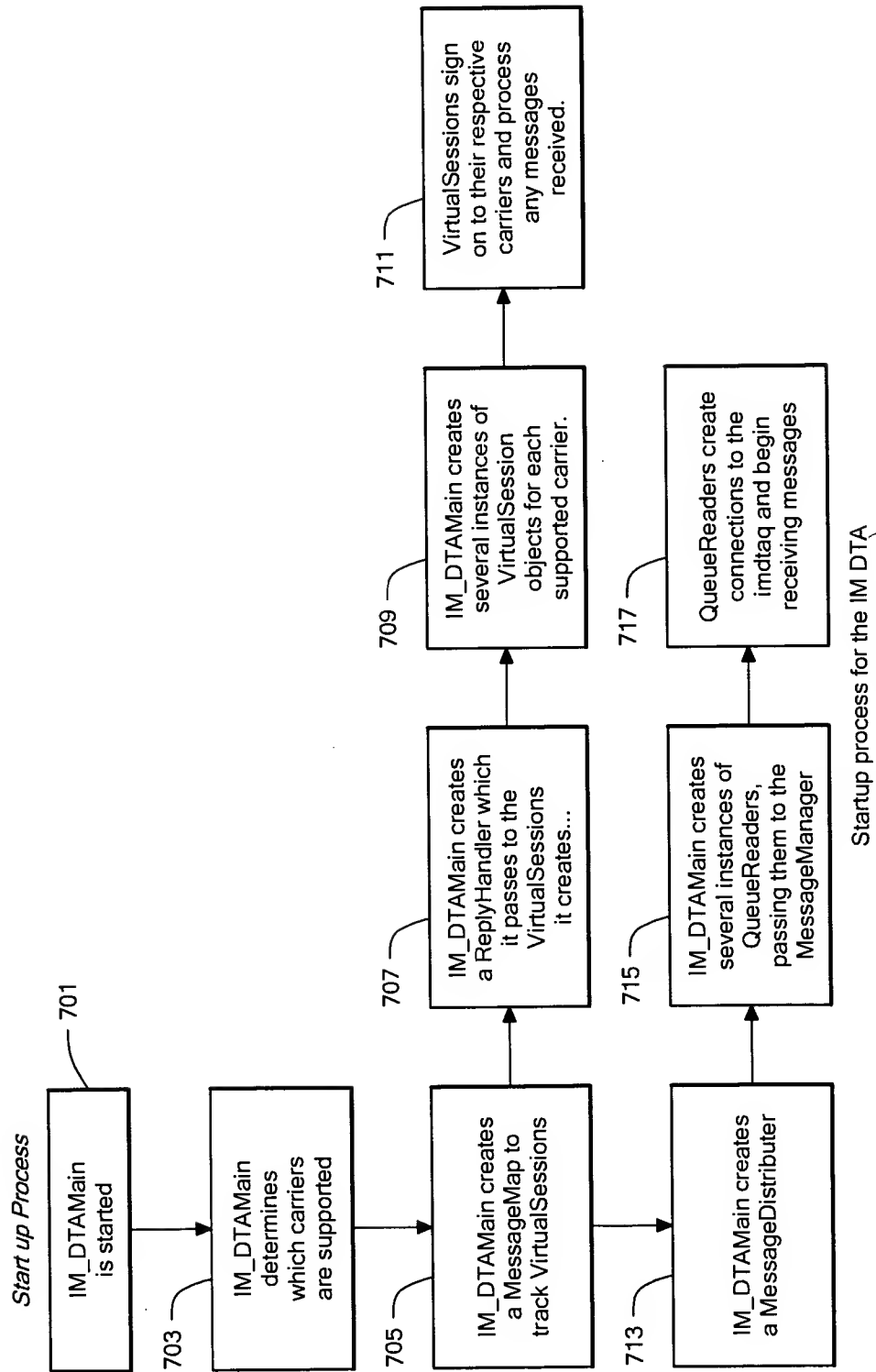
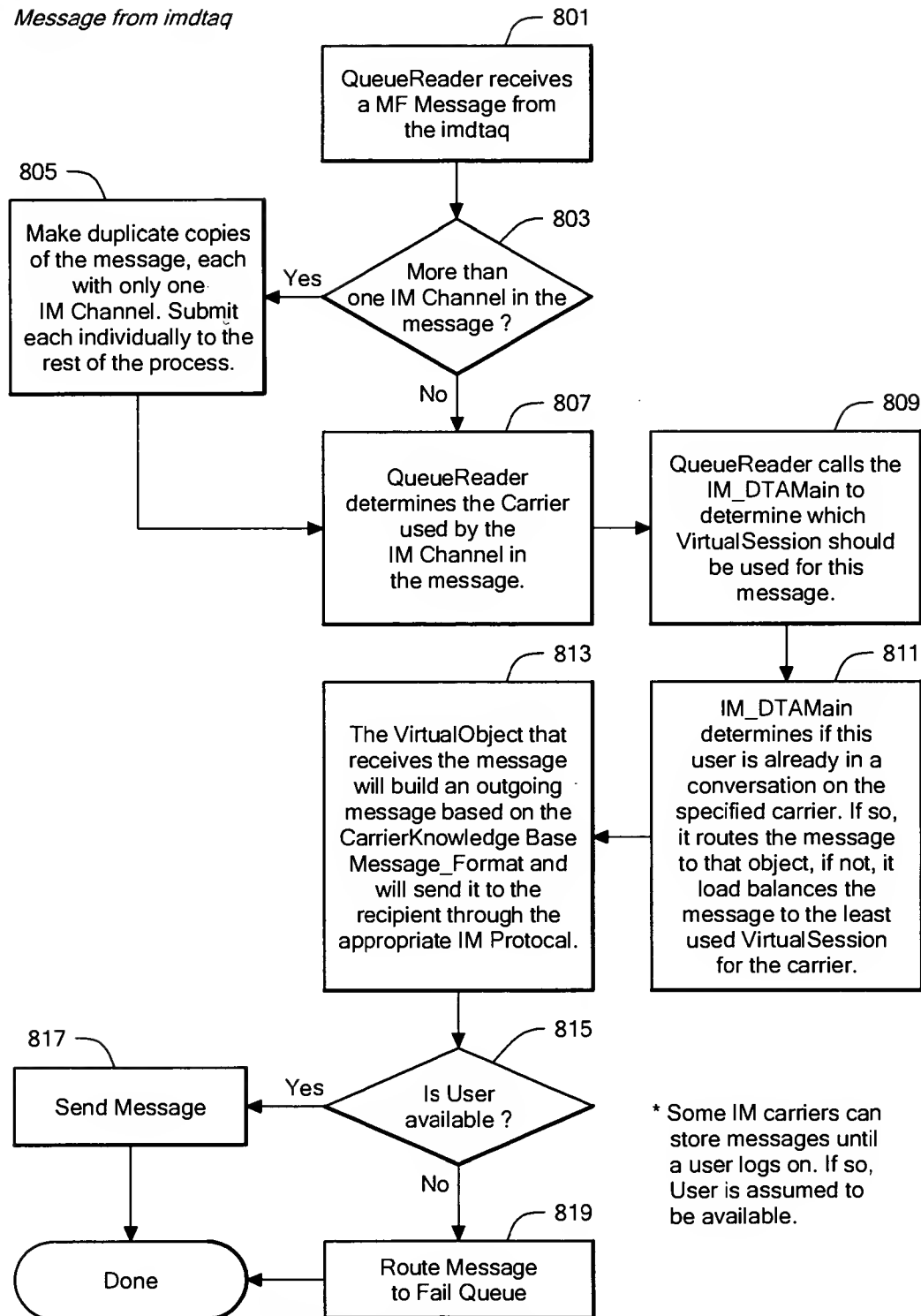


FIG. 7



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Message from imdtaq



* Some IM carriers can store messages until a user logs on. If so, User is assumed to be available.

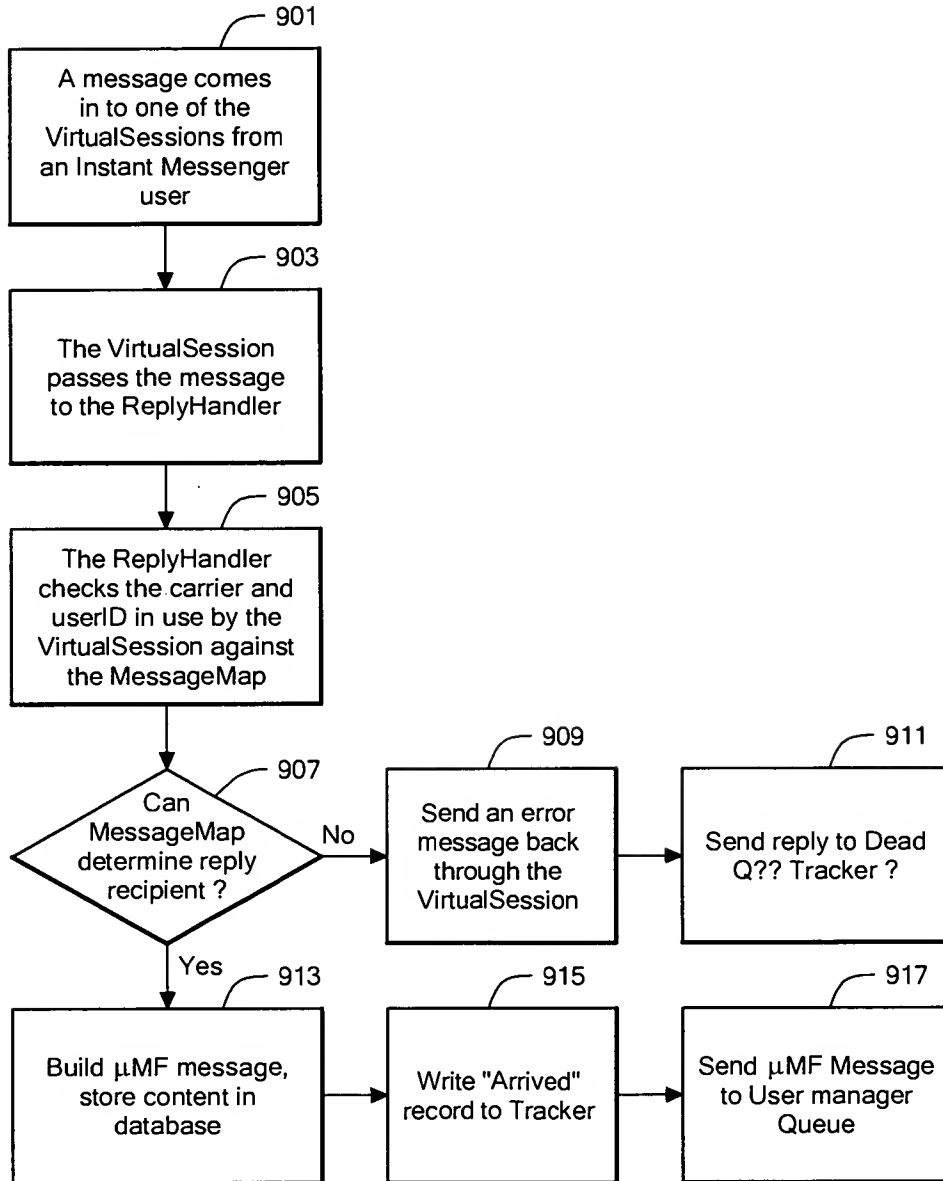
Process flow for handling an incoming message

FIG. 8



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*Reply Received from
IM Client*



Process flow when a reply enters a VirtualSession

FIG. 9